

CORONAVIRUS



Enzian
HOTEL & ZIRBENSPA ★ ★ ★ ★ S

Dear Guests,

We would like to start the winter season with the motto:

Wintersports, relaxation and health in the mountains!

It takes **practiced mindfulness for yourself and others** to maintain this value.

Your safety and health are very important to us. Therefore, together with internal and external experts, we have developed standards and processes to make your vacation in the Enzian safe and **at the same time pleasant and comfortable.**

Here is the most important information about our Covid19 measures:

Official framework conditions for hotels by the Austrian federal government

The Federal Ministry of Tourism in cooperation with the Austrian Chamber of Commerce has put together the website <http://www.sichere-gastfreundschaft.at>.

There you will find the **general conditions** for accommodation - hotel, gastronomy and leisure activities, which are valid for all guests in Austria until further notice.

Please refer to **this page ONLY** as it is the only official source of information in Austria.

Cancellation policy

If arrival is not possible **due to a new corona wave or border closings**, there are **no cancellation fees**.

Otherwise, our **cancellation conditions apply** in accordance with the Austrian hotel regulations:

Free cancellation possible up to 3 months before the agreed arrival date at the latest

up to 1 month before the day of arrival 40% of the total price

up to 1 week before the day of arrival 70% of the total price

in the last week before the day of arrival 90% of the total price

In the event of late arrival or early departure, we charge 90%

We have been working with **Europäische Reiseversicherung** for many years. This is now the only insurance that has included **COVID-19 as an insured cancellation reason.**

We recommend that you take out a contract and we will be happy **to do it for you** after you have transferred the insurance premium!

You'll find more information here:

<https://service.europaeische.at/doc/en/Hotel-Vers-Austria.pdf>

Hygiene measures

Our cleaning and disinfection plan was based on the recommendations of our hygiene partner and adapted to the official guidelines:

- Disinfectants are distributed in meaningful places throughout the house
 - The cleaning intervals are increased
 - All rooms are also regularly disinfected
 - All detergents contain disinfectants

Face- and nose cover

Thank you for bringing your own vacation companion. Alternatively, mouth and nose protection is available at the hotel reception upon your arrival. Please use the protection at our buffet.

Your arrival - Check-In - Check-Out

We keep the recommended distance of one meter and greet you safely. Disinfectants are available at the entrance and at other places throughout the hotel.

In order to avoid waiting times, we kindly ask you to fill out our **ONLINE REGISTRATION FORM**.

In the room

The daily room cleaning is adjusted to official requirements with the help of our hygiene partner. Our employees enter the room protected with a face mask and gloves. We also ventilate your room regularly with fresh mountain air.

Newspapers

Due to the current situation no newspapers are available in the hotel - we ask you to organize a forwarding order from home. Or you can read your news paper online on your personal SuitPad in the room, which is disinfected daily.

Your meal

Our **breakfast** takes place as usual in the form of a buffet. So you still have a large selection of fresh, regional or home-made products. We ask you to wear mouth and nose protection and to disinfect your hands in front of the buffet voluntarily. The time for the **afternoon snack** at the bar has been extended from 3 p.m. to 5 p.m. If there is currently no space available, please contact our service team. So that you can enjoy your dinner carefree as part of our gourmet board, we have introduced two dinner times as an additional measure. This is necessary in order to maintain the necessary distance between our guests.

Meal time 1: 6:00 p.m. to 7:30 p.m.

Meal time 2: 7.45pm to 9.30pm

We ask you to announce your preferred meal time at check-in. This is valid for your entire stay. Out of consideration for our little guests, who are usually very hungry earlier, we ask for your understanding that families with children are required to show up during the first time slot.

During this time, preference is given to families.

Wellness

Our wellness and fitness area is open in compliance with the minimum distance, the maximum number of people allowed and the official requirements.

You will receive detailed information at the SPA.

Leisure activities outside of the hotel

We are in constant contact with those responsible for the facilities and are happy to provide you with competent and latest information.

We about us

The framework conditions mentioned above also apply to all employees, suppliers, friends and family members who regularly visit and leave us. Fever measurements on our employees are **carried out daily**, all our employees are trained in these new and necessary measures and know what to do when something needs to be done.

OBERTAUERN

Your **ADVANTAGE** of an Enzian ski holiday:

SKI IN - SKI OUT!

No ski bus or crowds to get to the slopes!

You start **directly in front of the hotel and end directly back** again.

Obertauern has spacious entry points and many new, fast lifts.

Therefore there will be hardly any congestion points or waiting times.

When buying a lift ticket, you get a free tube as mouth and nose protection.

This has to be worn in chairlifts and gondolas, also entering restaurants.

Our request and promise

We are looking forward to the coming winter season!

We will do our best to make your vacation pleasant, comfortable and safe.

We would like to invite you to **be an active part of the community** and to make our hotel atmosphere respectful, supportive and caring.

If you feel **uncomfortable and sickly**, please let us know immediately and stay in your room. Our reception team is trained and will help you quickly and efficiently.

The measures listed will be adapted in the event of changes in the general public framework.

In these extraordinary times, we ask you to exercise a lot of **personal responsibility**: Please only travel if you and your family are healthy and feel fit. This is important to us - for the well-being of all our guests and employees.

[Current information about travel restrictions and warnings](#) for AUSTRIA

[Entry to Austria](#)

Recommendations of conduct for our common health and safety



Keep at least 1-meter distance to strangers



Refrain from handshakes when greeting



Face masks recommended in crowds



Wash your hands multiple times every day



Sneeze or cough into the crook of your arm or into a handkerchief.

Hotel Enzian - Familie Veit

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